



## Complete Summary

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### TITLE

Patient assessment of general practice: mean scale score for the "Practice nursing" questions on the General Practice Assessment Questionnaire (GPAQ) Postal Version 2.0.

### SOURCE(S)

National Primary Care Research and Development Centre. General practice assessment questionnaire (GPAQ) manual: version 2.1. Manchester (UK): National Primary Care Research and Development Centre, University of Manchester and Safran/NEMCH; 2007 Apr 18. various p.

The General Practice Assessment Questionnaire (GPAQ): postal version 2.0. Manchester (UK): National Primary Care Research and Development Centre, University of Manchester and Safran/NEMCH; 4 p.

## Measure Domain

### PRIMARY MEASURE DOMAIN

Patient Experience

The validity of measures depends on how they are built. By examining the key building blocks of a measure, you can assess its validity for your purpose. For more information, visit the [Measure Validity](#) page.

### SECONDARY MEASURE DOMAIN

Does not apply to this measure

## Brief Abstract

### DESCRIPTION

This measure is used to assess the mean scale score for the "Practice nursing" questions on the General Practice Assessment Questionnaire (GPAQ) Postal Version 2.0).

The "Practice nursing" section is one of five sections that comprise the GPAQ and contains the following questions:

Thinking about the nurse(s) you have seen, how would you rate the following:

- How well they listen to what you say?
- The quality of care they provide?
- How well they explain your health problems or any treatment that you need?

## **RATIONALE**

Some aspects of quality are best assessed by asking patients. A review of the literature identified the following aspects of General Practice (GP) care which are most highly valued by patients:

- Availability and accessibility, including: availability of appointments, waiting times, physical access and telephone access.
- Technical competence, including: the doctor's knowledge and skills, and the effectiveness of his or her treatments.
- Communication skills, including: providing time, exploring patients' needs, listening, explaining, giving information and sharing decisions.
- Inter-personal attributes, including: humaneness, caring, supporting and trust.
- Organisation of care, including: continuity of care, and, the range of services available.

## **PRIMARY CLINICAL COMPONENT**

General practice; patient assessment questionnaire; nursing

## **DENOMINATOR DESCRIPTION**

Patients aged 16 years and older who answered the "Practice nursing" questions on the General Practice Assessment Questionnaire (GPAQ)

## **NUMERATOR DESCRIPTION**

Mean scale score for the questions from the "Practice nursing" section of the General Practice Assessment Questionnaire (GPAQ)

## **Evidence Supporting the Measure**

### **EVIDENCE SUPPORTING THE CRITERION OF QUALITY**

- One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

## **Evidence Supporting Need for the Measure**

### **NEED FOR THE MEASURE**

Use of this measure to improve performance

### **EVIDENCE SUPPORTING NEED FOR THE MEASURE**

National Primary Care Research and Development Centre. 2005-6 benchmark sample characteristics: postal GPAQ (v2.0). Manchester (UK): National Primary Care Research and Development Centre; 1 p.

National Primary Care Research and Development Centre. National GPAQ benchmarks for 2005-6: postal version (2.0). [internet]. Manchester (UK): National Primary Care Research and Development Centre; [accessed 2008 Sep 19]. [2 p].

## State of Use of the Measure

### STATE OF USE

Current routine use

### CURRENT USE

Internal quality improvement

## Application of Measure in its Current Use

### CARE SETTING

Ambulatory Care  
Physician Group Practices/Clinics

### PROFESSIONALS RESPONSIBLE FOR HEALTH CARE

Nurses

### LOWEST LEVEL OF HEALTH CARE DELIVERY ADDRESSED

Group Clinical Practices

### TARGET POPULATION AGE

Age greater than or equal to 16 years

### TARGET POPULATION GENDER

Either male or female

### STRATIFICATION BY VULNERABLE POPULATIONS

Unspecified

## Characteristics of the Primary Clinical Component

### **INCIDENCE/PREVALENCE**

Unspecified

### **ASSOCIATION WITH VULNERABLE POPULATIONS**

Unspecified

### **BURDEN OF ILLNESS**

Unspecified

### **UTILIZATION**

Unspecified

### **COSTS**

Unspecified

## Institute of Medicine National Healthcare Quality Report Categories

### **IOM CARE NEED**

Getting Better  
Living with Illness  
Staying Healthy

### **IOM DOMAIN**

Patient-centeredness

## Data Collection for the Measure

### **CASE FINDING**

Both users and nonusers of care

### **DESCRIPTION OF CASE FINDING**

General practice patients aged 16 years and older

### **DENOMINATOR SAMPLING FRAME**

Patients associated with provider

## **DENOMINATOR INCLUSIONS/EXCLUSIONS**

### **Inclusions**

Patients aged 16 years and older who answered the "Practice nursing" questions on the General Practice Assessment Questionnaire (GPAQ)

### **Exclusions**

Unspecified

## **RELATIONSHIP OF DENOMINATOR TO NUMERATOR**

All cases in the denominator are equally eligible to appear in the numerator

## **DENOMINATOR (INDEX) EVENT**

Patient Characteristic

## **DENOMINATOR TIME WINDOW**

Time window is a single point in time

## **NUMERATOR INCLUSIONS/EXCLUSIONS**

### **Inclusions**

Mean scale score for the questions from the "Practice nursing" section of the General Practice Assessment Questionnaire (GPAQ)

### **Exclusions**

Unspecified

## **MEASURE RESULTS UNDER CONTROL OF HEALTH CARE PROFESSIONALS, ORGANIZATIONS AND/OR POLICYMAKERS**

The measure results are somewhat or substantially under the control of the health care professionals, organizations and/or policymakers to whom the measure applies.

## **NUMERATOR TIME WINDOW**

Encounter or point in time

## **DATA SOURCE**

Patient survey

## **LEVEL OF DETERMINATION OF QUALITY**

Not Individual Case

## **PRE-EXISTING INSTRUMENT USED**

Unspecified

## Computation of the Measure

### SCORING

Non-weighted Score/Composite/Scale

### INTERPRETATION OF SCORE

Better quality is associated with a higher score

### ALLOWANCE FOR PATIENT FACTORS

Unspecified

### STANDARD OF COMPARISON

External comparison at a point in time  
Internal time comparison

## Evaluation of Measure Properties

### EXTENT OF MEASURE TESTING

A preliminary examination of the psychometric characteristics (internal reliability, factor structure) of the General Practice Assessment Questionnaire (GPAQ) was published in February, 2008. This preliminary evaluation indicates that the scales of the GPAQ are internally reliable and that the items demonstrate an interpretable factor structure.

### EVIDENCE FOR RELIABILITY/VALIDITY TESTING

Mead N, Bower P, Roland M. The General Practice Assessment Questionnaire (GPAQ) - development and psychometric characteristics. BMC Fam Pract2008;9:13. [PubMed](#)

## Identifying Information

### ORIGINAL TITLE

Practice nursing.

### MEASURE COLLECTION

[General Practice Assessment Questionnaire \(Postal Version\)](#)

### DEVELOPER

National Primary Care Research and Development Centre

**FUNDING SOURCE(S)**

UK Department of Health

**COMPOSITION OF THE GROUP THAT DEVELOPED THE MEASURE**

General Practice Assessment Questionnaire (GPAQ) was developed from the GPAS questionnaire which has been used in research at NPCRDC over the past five years. Martin Roland, Director of NPCRDC led the team with Nicki Mead and Pete Bower. Professor John Campbell of Peninsular Medical School has also contributed to research on GPAQ. The original GPAS questionnaire was developed from the Primary Care Assessment Survey (PCAS) with the assistance of Dr. Dana Gelb Safran from the New England Medical Center, who shares the copyright of GPAQ.

**FINANCIAL DISCLOSURES/OTHER POTENTIAL CONFLICTS OF INTEREST**

None

**ADAPTATION**

Measure was not adapted from another source.

**RELEASE DATE**

2003 Jan

**REVISION DATE**

2007 Apr

**MEASURE STATUS**

This is the current release of the measure.

**SOURCE(S)**

National Primary Care Research and Development Centre. General practice assessment questionnaire (GPAQ) manual: version 2.1. Manchester (UK): National Primary Care Research and Development Centre, University of Manchester and Safran/NEMCH; 2007 Apr 18. various p.

The General Practice Assessment Questionnaire (GPAQ): postal version 2.0. Manchester (UK): National Primary Care Research and Development Centre, University of Manchester and Safran/NEMCH; 4 p.

**MEASURE AVAILABILITY**

The individual measure, "Practice Nursing," is available in "The General Practice Assessment Questionnaire (GPAQ): Postal Version 2.0" and "General Practice Assessment Questionnaire (GPAQ) Manual: Version 2.1." These documents are available from the [General Practice Assessment Questionnaire \(GPAQ\) Web site](#).

For further information, please contact the National Primary Care Research and Development Centre at: Williamson Building, University of Manchester, Oxford Road, Manchester M13 9PL, UK; Phone: +44 161275 7663; Fax: +44 161 275 7600; Web site: [www.npcrdc.ac.uk](http://www.npcrdc.ac.uk).

## **COMPANION DOCUMENTS**

The following are available:

- Patient survey using the General Practice Assessment Questionnaire (GPAQ) for sample surgery GPAQ 2007/8. Manchester (UK): National Primary Care Research and Development Centre, University of Manchester and Safran/NEMCH; 2007. 30 p. This document is available in Portable Document Format (PDF) from the [CMI Publishing Ltd. GPAQ Analysis Web site](#).
- Carter M, Roland M, Bower P, Gask L, Greco M, Jenner D. Improving your practice with patient surveys. Manchester (UK): National Primary Care Research and Development Centre; 59 p. This document is available in PDF from the [National Primary Care Research and Development Centre Web site](#).
- National Primary Care Research and Development Centre. National GPAQ benchmarks for 2005-6: postal version (2.0). [internet]. Manchester (UK): National Primary Care Research and Development Centre; [accessed 2008 Sep 19]. [2 p]. This document is available from the [General Practice Assessment Questionnaire \(GPAQ\) Web site](#).
- National Primary Care Research and Development Centre. 2005-6 benchmark sample characteristics: postal GPAQ (v2.0). Manchester (UK): National Primary Care Research and Development Centre; 1 p. This document is available from the [General Practice Assessment Questionnaire \(GPAQ\) Web site](#).

## **NQMC STATUS**

This NQMC summary was completed by ECRI Institute on December 16, 2008. The information was verified by the measure developer on January 15, 2009.

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